



Attorney Docket RSW920010129US1

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

In re application of Suresh Ganesan, et al.

November 10, 2004

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For: Web-Based Distributed Call Center Architecture

Art Unit: 2642

Examiner: Thjuan P. Knowlin

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Technology Center 2600

Express Abandonment of Application (37 CFR 1.138)

Mail Stop Express Abandonment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir,

The above-identified application is hereby expressly abandoned.

Respectfully submitted,

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CERTIFICATE OF MAILING UNDER 37 CFR 1.8(a)

I hereby certify that this paper is being deposited with the United States Postal Service as First Class mail in an envelope addressed to the Mail Stop Express Abandonment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on November 10, 2004.

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